

Information Technologies

Budget Message

FY 2004/2005

The Information Technologies Department has focused this year on the alignment of our department's technology plan with the County's strategic planning initiatives to be positioned to identify the needs of the County. Our goal is to identify necessary preparedness to "Provide Excellent Customer Service and Invest in Employee Development and Training for the County's future."

The department has spent a considerable amount of time working with all departments assessing and evaluating the effectiveness and efficiency of the technology solutions we provide. A key focus of this process has been to insure that the technology solutions that have been put in place meet the needs of the departments and the services they provide. It's important to us that we make sure that the technology is not driving the process. The department continuously evaluates its service technology solutions and service delivery model and adjusts it to meet the needs of our customers.

We have supported the Clerk of the Court in the implementation of the Clerk's new J. D. Edwards Financial Software and System and we look forward to the development of that system to meet our combined enterprise wide needs in the future.

The department continues to provide new and improved security services to all our systems and users. Our contracted consultants continue to assess our systems vulnerabilities and security and have developed and implemented a plan to make our information systems and networks as secure as possible. During the upcoming year we will be focused on the development of a secure wireless architecture to further enhance our portable and mobile wireless device systems.

The department has continued to develop our fiber Wide Area Network over the past year and completed a project that will allow us to maximize our fiber optics investment. This technology utilizes the

existing fiber, increasing our capabilities to provide up to 10 times the amount of bandwidth to meet the demand for new and enhanced services.

This year we introduced our third major redesign of our web site (www.seminolecountyfl.gov) with the assistance of all the departments in the County. The implementation of the changes has increased our web site usage to eight-million hits per month which includes over 225,000 users session per month. We are consistently adding new information and features to our web site in direct response to the input we receive from you our citizens. This year we were recognized again by the Center for Digital Government in conjunction with the National Associations of Counties as one of the Top-10 most technologically advanced, cutting-edge county governments in the United States. The 2004 Digital Counties Survey, examines how county governments are evolving in their use of information technology to deliver services to their citizens

The department has made significant improvements to the intergovernmental radio system that is used by operating departments, law enforcement, public safety and other emergency services countywide. These improvements will allow us to continue to utilize this system for several years, and allows intergovernmental coordination of services countywide. In addition this year the county has worked with nine Counties in region five to obtain a \$8,000,000 grant to establish and enhance all the communications systems in the Central Florida into a regional intergovernmental communications system to be utilized by all Public Safety and Law Enforcement agencies in region.

The department continues to develop our imaging program, which allows us to digitally file and index documents and plans. This system makes retrieval of documents easier than traditional paper documents, and saves on storage costs.

